



CITY OF HOUSTON

Job Posting

1	Applications accepted	ALL PERSONS INTERESTED
2	Job Classification	Customer Service Representative I
3	Posting Number	(Multiple Positions)
4	Department	PN# 108989
5	Division	Health & Human Services Department
6	Section	Office of Surveillance & PH Preparedness
7	Reporting Location	Vital Statistics
8	Workdays & Hours	8000 N Stadium 1 st Floor M - F, 8 a.m. - 5 p.m.*
		*Subject to change

ALL HEALTH DEPARTMENT EMPLOYEES ARE CONSIDERED TO BE ESSENTIAL PERSONNEL. DURING EMERGENCIES, EMPLOYEES ARE REQUIRED TO REPORT TO THEIR SUPERVISOR FOR DUTY ASSIGNMENTS AND SCHEDULING.

9 **DESCRIPTION OF DUTIES**

Researches, analyzes and resolves customer complaints to provide quality customer assistance.

CORE FUNCTIONS

- Researches, analyzes and resolves customer transactions, problems and inquires.
- Performs filing and data entry activities related to vital statistic record maintenance, retrieval and issuance.
- Provides general information and distributions of forms to customers.
- Routinely collects, balances and performs revenue related services.
- Processes information for external agency use, i.e., State of Texas.

10 **WORKING CONDITIONS**

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

11 **MINIMUM EDUCATIONAL REQUIREMENTS**

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

12 **MINIMUM EXPERIENCE REQUIREMENTS**

Six (6) months of administrative or customer service related experience is required.

13 **MINIMUM LICENSE REQUIREMENTS**

None

14 **PREFERENCES**

- Ability to resolve customer complaints by providing quality customer assistance in a high volume service area.
- Directs customer care experience such as counter service, telephone, correspondence and surveys.
- Bilingual skills a plus (English/Spanish).

15 **SELECTION/SKILLS TESTS REQUIRED**

None

16 **SAFETY IMPACT POSITION**

☐ Yes ☒ No

This position is not subject to random drug testing and if candidate is promoted into this position, he/she must pass an assigned drug test.

17 **SALARY INFORMATION**

GENERAL FUNDED POSITIONS

Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range - Pay Grade 13
\$824- \$1,484 \$ Biweekly \$21,424 - \$38,584 Annually

18 **OPENING DATE**

February 15, 2005

19 **CLOSING DATE**

February 21, 2005

20 **APPLICATION PROCEDURES**

Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor. **Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 794-9142. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

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